

City Of Ringgold
Water and Sewer Department
Delinquent Payment Policy

1. Your bill is due the 15th of each month; 10% penalty will be added after the 15th – Failure to receive the bill does not relieve the consumer of payment or penalty.
2. Payments must be made by 5 p.m. on the bill due date to avoid late penalty/fees.
3. Delinquent notices are mailed on the 20th for shut off on the 25th. (One courtesy call will be made to the phone number provided by customer before the actual shut-off date).
4. **If payment is not received within 10 DAYS of the due date, service will be disconnected for non-payment without further notice and a \$40.00 reconnect fee will be added to the account during business hours and \$75.00 after hours.**

*** If an extension is needed in order to pay your bill, please come into our office to make a hardship payment arrangement prior to the cut-off date. The City Manager or his/her designee will consider each request, but only one time in any 12-month period. ***

5. The city also offers automatic bank draft to have your monthly payment drafted from a checking or savings account.
6. Online payments may be made by going to our website: www.cityofringgoldga.gov. A service fee is charged by our processing company when bill is paid by a credit or debit card.
7. Your account number is needed for online payments.
8. When relocating, please contact our office to complete the required termination request form to terminate/transfer service. Billing for water/sewer service will continue until termination request is received. *** A disconnection for non-payment is not considered a termination of service. ***

Attested: City Manager

Mayor Nick Millwood